

U.S. Department of Housing and Urban Development
Public and Indian Housing Real Estate Assessment Center
Resident Assessment Subsystem
Washington, D.C. 20410



OFFICE OF PUBLIC AND INDIAN HOUSING
REAL ESTATE ASSESSMENT CENTER

Customer Service and Satisfaction Survey - Business Calendar for PHA Survey Cycles

		12/31/06 FYE		3/31/07 FYE		6/30/07 FYE		9/30/07 FYE	
Step #	Survey Process	Start Date	End Date	Start Date	End Date	Start Date	End Date	Start Date	End Date
1.	Initial survey notification letter E-mailed	M 8/28/06	M 8/28/06						
2.	PHA updates and certifies unit addresses via the Internet	TH 9/7/06	M 9/25/06						
3.	Media packet mailed	F 9/8/06	TU 9/12/06						
4.	PHA promotes survey using the Media Plan Guidelines	TU 9/26/06	TU 10/17/06						
5.	PHA documents and certifies Implementation Plan activities via the Internet	TU 9/26/06	TU 10/17/06						
6.	PHA residents surveyed	M 11/6/06	F 1/5/07						
7.	PHA survey results available in RASS	M 2/5/07	M 2/5/07						
8.	PHA certifies Follow-up Plan	M 2/5/07	W 2/21/07						

Calendar last updated 08/16/2006